

Date: 2013-10-29

**Marlene H. Dortch**

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

## **CG Docket Nos. 13-24 and 03-123**

RE: Please Grant FCC Approval of the InnoCaption App  
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other mobile caption products.

For those with a hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. They should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place we want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, they should be able to call a tow service without worry or frustration.

I am not connected with Miracom or the InnoCaption product in any way. I am a licensed Doctor of Audiology who sees great need of this service being available. Everyday I see patients who tell me that they struggle to hear and comprehend what another party says which many times puts them at an even greater disadvantage when using telephone communication.

Most of my patients use smart phones and are very mobile so the CapTel land line versions of this service do not work for them. They cannot use it when visiting friends, family, when shopping, or trying to travel which they want to do but it is becoming increasingly more difficult to do so.

When making a call, they want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for

the deaf and hard of hearing that needs to be granted for all of us to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility they need and want, but we need the FCC to approve it quickly so they can begin using it now. I urge the Commission to grant quick approval of this product for they sake.

Thank you for taking serious note of this request.

Sincerely,

Dr. Colleen Moore

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San Diego, CA 92122

Reference: CG Docket No. 03-123

CG Docket No. 13-24

**cc: Hon. Mignon Clyburn**

Acting Chairwoman

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